

January 10, 2010

Postal Regulatory Commission
901 New York Avenue NW Suite 200
Washington, DC 20268-001
ATT: Richard Oliver-Docket # PI 2010-1

Dear Postal Regulatory Commission,

Our Post Office, Whitmer, was suspended on March 23, 2006, due to a postal inspection at which time they discovered mold. The landlord, Harold Sites, was not able to financially able to meet all of the demands of the USPS, instead he offered to remodel another part of the building which did not have mold in it. He was told no. Mr. Sites wasn't given any advanced notice of the post office needing remodeled or that it was going to be inspected, until the day the inspector showed up at the building.

As of this date, we have not received from the District Manager, a Letter stating what is going to happen to our post office. Will it be closed or reopened?

We object to this Temporary suspension because it is really a closing without giving us our rights according to Title 39. We should have had 60 days to object and 30 days to contact the PRC. We also object for the following reasons:

1. Not given much notice (February 26, 2006)
2. Not given much notice on Community meeting, we were given a community meeting until rumors were heard that the postmaster at the Harman Post Office had requested a meeting to be held in January of 2008, on January 16, 2008 only customers in the cluster boxes receive notice that there would be a meeting January 31, 2008 (**note 23 months later**)
3. There were other places in the community to have the post office. There were buildings in the community that could have been used but the USPS didn't look into these options. They chose instead to ignore these options.

Losing the post office has really hurt our community. It was a real community service (like in the word **SERVICE** in USPS). The post master would take time to help the elderly. You could get your money orders that day instead of like now; we have to put our money in our cluster box and the carrier then takes it to Harman and brings it back the next day, we pick it up that evening and our mail goes out the next day, taking 3 days to get a money order mailed.

In our small community 90 percent of the people are elderly and are on a fixed income. One lady (which doesn't drive) has to pay a gentleman \$20.00 to drive her 10 miles to do her business at the post office. We have many that don't drive in the community that now have to pay someone to take them to do there postal business where they used to walk.

One 91 year old lady held on to a broom just to get to the cluster boxes because the road in front of the boxes is not treated and the road was nothing but ice. When the post office was open the road was plowed and treated, so this wasn't a problem.

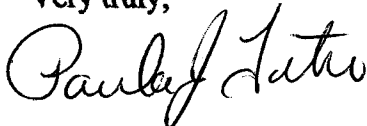
There is a gentleman in the community that is in a wheel chair and he can't get to his mail because the cluster boxes are not handicap accessible. So, he has to have some else get his mail out of the box for him and if no one is around he is just stuck.

Also we have several new people who have moved into the community and their address is now Harman, (which is a town 10 miles away).

At the time temporary closing of the post office, Whitmer had more income then Harman did. Can the postal system really lose this kind of income (when new reports say that they are losing business), we have several now that are using the internet instead of driving 10 miles to do there business.

We would like to take the time to thank the Postal Regulatory Commission for all of their attention on this problem.

Very truly,



The Committee to Save the Whitmer Post Office
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BENCHMARKS ON WHITMER, WV POST OFFICE SUSPENSION

February 26, 2006, community received a letter from Leon Pfeiffenberger, Manager of Post Office Operations informing them that the Whitmer, WV 26296 would be "temporarily suspended" on March 23, 2006 because of health reasons (mold).

March 7, 2006, Community told POOM Leon Pfeiffenberger, that they would buy a trailer & put it on land. He was not interested.

March 9, 2007, Community offered seven sites—USPS didn't even look at them

March 10, 2006—Nancy Putnam reported that POOM refuses to have community meeting.

March 27, 2006—Mr. Racy Nelson, Jr. would build a new Post Office

April 4, 2006—Nancy Putnam wrote to PRC, response was they couldn't do anything until the Community received a "Final Determination Letter", as of 6/11/09, they still haven't received it.

April 7, 2006-Community received letter from Alexander Lazaroff, Area Chair, that he would not approve a new facility for Whitmer, despite many letters and complaints.

June 19, 2006, Mr. Pfeiffenberger emailed Paula Teter that he had requested alternative quarters/new Facility for Whitmer.

July 19, 2006—Tom Russell, Mgr. Eastern Area Facilities Service sent a letter to Mr. Nelson that Mr. Pfeiffenberger that he was working to begin the process to obtain a new facility for Whitmer.

July 25, 2006, -Karen Schenck, District Manger, sent a letter to Congresswoman Capito and I quote "The Eastern Area Facilities office is currently evaluating the available options for reestablishing service in Whitmer and will provide your constituent with a letter detailing there intentions as soon as a decision can be reached.

August 1, 2006—From Mr. Pfeiffenberger—same story as above, "currently evaluating the available options for re-establishing service in Whitmer.

9/26/06 Paul Teter received an email from Mr. Pfeiffenberger that Samuel Spicknall, POA, Eastern PSO that in fiscal year 2007 developing a project on an alternate quarters project.

12/29/06—Mary Ann Simpson, Mgr. Govt. Relations in DC wrote to Senator Byrd, who had sent numerous letters concerning the closing. She said that Eastern Facilities FSO

said that the Appalachian District Officials have requested approval for a facility project in Whitmer. The kicker is that if Headquarters approves it, it will proceed, not much chance of that, but the Communities' hopes are being kept up, like the carrot before a horse.

August 10, 2007- Molly Armentraut sent a letter to District Manager Karen Schenck requesting a letter of Determination and gave her 16 days to reply, she didn't get a reply.

August 20, 2007 Paula Teter wrote to Meg Brennen, Eastern Area VP—at that time nineteen months had gone by and still no letter of decision—no response

September 14, 2007, Karen Schenck finally answered saying they were doing a study, would you not think that 20 months is enough time to make a decision to close or reopen. Community never received questionnaires to complete since there wasn't a meeting. Handbook 101 indicates questionnaires should be sent out with the notice of community meeting—never happened.

September 10, 2007—Paula Teter sent a letter to the Postal Rate Commission, they replied, they responded that they couldn't do anything until the community that they couldn't do anything until the community received the notice of determination.

October 20, 2007 Paula Teter sent a letter to Karen Schenck requesting benchmarks on what they have been doing in their study of the Whitmer Post Office, the office was closed March 23, 2006—never received a reply. In addition, the USPS knew about the problems in the office & never tried to correct them, therefore, it should not have been an "emergency suspension". It should have been closed officially and we would have our rights to protest and a community meeting.

January 8, 2009, Paula Teter heard rumors that the Postmaster in Harman wanted to use the Firehouse in Whitmer to have a meeting.

Jan. 16, 2008 received a notice of meeting in mail boxes.

January 31, 2008—same old story from Leon Pfeifferberger, that Whitmer is on the list to build a new post office. Wouldn't give them Letter of Determination that the next step was the Questionnaire—violation of Handbook 101, Questionnaire 251, it is supposed to be sent out prior to the community meeting and to tell the customers to return it in 14 days.

February 1, 2008 Paula Teter again requested Questionnaire, USPS responded that their next step was to send a questionnaire, never received it.

March 11, 2008—Still no questionnaire.

March 18, 2008, Sherry Mars finally responded to 3 requests for the Questionnaires, claimed they were looking into the problems with NDCBUs.

April 5, 2008—still hadn't received Questionnaires.

June 29, 2008—Paula Teter found a new possible place for Post Office, told her to contact the new POOM, Teresa Mullins

September 29, 2008—still no questionnaires

October 16, 2008 No Questionnaires & they never built the shelter over the CPUs that they had promised to do at the community meeting

December 26, 2008—sent email to Paula Teter, her mother had open heart surgery and didn't get back to me.

June 30, 2009—Paula Teter sent letter to new District Manager, Joseph Meimann, requesting what is happening with their Post Office.

THIS IS A DISGRACE! The Community of Whitmer, WV have been lied to and promised repairs and a new facility that never happened.

Betty H. Eickler